



ROVER PUBLIC TRANSIT REDUCED FARE POLICY FOR YOUTH, SENIOR CITIZENS, AND INDIVIDUALS WITH DISABILITIES

Policy Description

Rover Public Transit, the City of Murfreesboro's public transportation service, offers a reduced fare for senior citizens and certain eligible individuals with disabilities, as well as youth aged 6 through 16 years old. As required by federal law and the Federal Transit Administration, this program enables eligible individuals to ride Rover's buses for one-half the regular adult cash fare. The current reduced cash fare is \$0.50 per ride. Strips of 10 special reduced-fare tickets are also available for \$4.00 per book. Ticket books may be purchased at City Hall, First Floor, Tax Department, 111 West Vine Street.

Eligibility

Senior Citizens: Individuals who are 65 years of age or older automatically qualify for a reduced fare, and are not required to submit a completed Rover Reduced Fare Card application. To take advantage of the reduced fare on the basis of age, an individual need only present an official government-issued picture ID showing that the individual is 65 years of age or older to the Rover driver upon boarding the bus. Individuals ages 65 years or older may also purchase books of reduced-fare tickets by presenting an official government-issued picture ID at Murfreesboro City Hall, First Floor, Tax Department.

Medicare Recipients Under 65 Years of Age: Medicare recipients under the age of 65 automatically qualify for a reduced fare and are not required to submit a completed Rover Reduced Fare Card application. To take advantage of the reduced fare, such individuals need only present a Medicare ID card, along with an official government-issued picture ID to the Rover driver upon boarding the bus. Medicare recipients may also purchase books of reduced-fare tickets by presenting their Medicare ID card and an official government-issued picture ID at Murfreesboro City Hall, First Floor, Tax Department.

Individuals with Qualifying Disabilities Not Receiving Medicare: Individuals with a disability under the age of 65 who do not receive Medicare must first apply for a Rover Reduced Fare Card by submitting a Rover Reduced Fare Card Application, signed by the applicant (or the

applicant's personal representative) and certified as to the applicant's qualifying disability by one of the following health care professionals: physician, physician's assistant, nurse practitioner, audiologist, optometrist, podiatrist, licensed clinical psychologist, certified school psychologist, certified physical therapist, and certified occupational therapist.

In accordance with the definition of "handicapped person" adopted by the Federal Transit Administration, an individual with a disability has a qualifying disability and is eligible for a reduced fare if, by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity, or because the individual is non-ambulatory wheelchair-bound or is limited by semi-ambulatory capabilities, the individual is unable without specific facilities or special planning or design to utilize public transportation facilities and services as effectively as a person who is not so affected. A disability is temporary if it stems from a short-term condition likely to improve within one year. A disability is long-term if it stems from a condition with the potential for improvement or long periods of remission. A disability is permanent if it stems from a condition with absolutely no expectation of improvement. An individual who does not receive Medicare and whose permanent or temporary condition or conditions does not affect the individual's ability to make effective use of public transit facilities and equipment is not eligible for a Rover Reduced Fare Card.

Youth aged 6 to 16: Youth 6 through 16 years of age are not required to present identification to ride at the reduced fare. Rover drivers will use their discretion in determining a student's age.

Rover Reduced Fare Card Application

Rover Reduced Fare Card Applications may be obtained from the City of Murfreesboro's website (<http://www.murfreesborotn.gov/default.aspx?ekmenu=134&id=2602>) or by calling Rover Public Transit at 615-217-6837. Completed and certified applications should be returned to: ROVER, 111 West Vine Street, P.O. Box 1139, Murfreesboro, TN 37133-1139. Faxed copies will not be accepted.

The determination of an individual's eligibility may take up to fourteen (14) working days.

If you are determined to be eligible for the reduced fare, a Rover Public Transit Reduced Fare ID Card will be issued to you by mail. **ELIGIBILITY DOES NOT START UNTIL THE ID CARD IS ISSUED TO YOU.**

Reduced Fare ID Cards issued in connection with a permanent or long-term disability do not expire. Reduced Fare ID Cards issued in connection with a temporary disability are valid for 1 year from the date of issue. If a cardholder's disability continues beyond the expiration date of a

card issued in connection with a temporary disability, the cardholder must submit a new application.

If you are determined to be ineligible, a letter stating the reasons for the ineligible determination will be mailed to you. Applicants may submit a written appeal of a determination of ineligibility within sixty (60) days of notification, using the appeal form available on the City of Murfreesboro's website (<http://www.murfreesborotn.gov/default.aspx?ekmenu=134&id=2602>). Appeals should be sent to: ROVER, 111 West Vine Street, P.O. Box 1139, Murfreesboro, TN 37133-1139. The appeal should include any additional information or documentation, not included in the original application, supporting the applicant's claim for eligibility. An appeal decision will be rendered within thirty (30) days of receipt of a completed appeal form.

For further information regarding the application or appeals process, please call (615) 893-6441, ext. 206, call the City's TDD number, (615) 849-2689, or submit your question in writing to Transportation Director, ROVER, 111 West Vine Street, P.O. Box 1139, Murfreesboro, TN 37133-1139.

FRAUDULENTLY OBTAINING, COPYING OR USING IDENTIFICATION CARDS TO UTILIZE ROVER PUBLIC TRANSIT SERVICES AT A REDUCED RATE IS A CRIME AND MAY BE PROSECUTED ACCORDING TO APPROPRIATE FEDERAL AND STATE LAWS.

Replacement of Lost or Stolen Rover Reduced Fare ID Cards

Requests for the replacement of a lost or stolen Rover Reduced Fare ID Cards must be submitted in writing to ROVER, 111 West Vine Street, P.O. Box 1139, Murfreesboro, TN 37133-1139. A replacement request form may be obtained from the City of Murfreesboro's website (<http://www.murfreesborotn.gov/default.aspx?ekmenu=134&id=2602>) or by calling Rover Public Transit at 615-217-6837, or the City's TDD line at 615-849-2689. Up to two replacement cards will be granted free of charge. Additional cards may be granted upon receipt of a police report documenting the theft of the card or at the discretion of the Rover Operations Manager.

General Information on Accessibility of Public Transportation Services

Each bus in the Rover fleet is lift-equipped, which means that all buses are accessible to passengers who use wheelchairs. While all Rover buses are wheelchair-accessible, Rover bus stops are not. Please become familiar with bus stops so you will be prepared and know what to expect; feel free to contact us for more information.

If a disability prevents you from using the regular Rover service, paratransit services also are available. Mid-Cumberland Human Resource Agency Transit, in cooperation with Rover, provides transportation service for those who, because of disability, cannot use the existing Rover fixed route bus system. MCHRA offers wheelchair lift-equipped mini-buses with curb-to-curb service. In order to use this service, reservations must be made at least 24 hours in advance. The operating hours are Monday through Friday, 6 a.m. until 6 p.m. and the price for this service is \$2.00 per one-way trip, irrespective of an individual's eligibility for Rover's reduced fare. To schedule a trip, please call MCHRA at 615-890-2677. Visit <http://mchra.com/Transit.php> for additional information.